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Assessing information technology personnel: toward a behavioral rating scale

window

Michael A. Chilton, Bill C. Hardgrave

August 2004 ACM SIGMIS Database, Volume 35 Issue 3

Publisher: ACM Press

Full text available: 完 pdf(221.47 KB) Additional Information: full citation, abstract, references, index terms

Performance ratings are used as a means to measure and record performance of individuals on any particular job. Results can then be used for promotion, increases in pay and other incentives. They, therefore, can have a large impact on a person's career and are viewed by both employers and employees as extremely important. Performance ratings vary widely and typically include a variety of measures - some of which the employee can control, and others over which the employee has no direct control. ...

**Keywords**: IT personnel, assessment, behavior; productivity, behaviorally-based rating scale, performance measures, performance ratings

2 A market-based approach to recommender systems

Yan Zheng Wei, Luc Moreau, Nicholas R. Jennings

July 2005 ACM Transactions on Information Systems (TOIS), Volume 23 Issue 3

Publisher: ACM Press

Full text available: pdf(2.06 MB) Additional Informatio

Additional Information: full citation, abstract, references, index terms

Recommender systems have been widely advocated as a way of coping with the problem of information overload for knowledge workers. Given this, multiple recommendation methods have been developed. However, it has been shown that no one technique is best for all users in all situations. Thus we believe that effective recommender systems should incorporate a wide variety of such techniques and that some form of overarching framework should be put in place to coordinate the various recommendations so ...

**Keywords**: Recommender systems, auctions, marketplace

<sup>3</sup> <u>User evaluation of Fischlár-News: An automatic broadcast news delivery system</u>

Hyowon Lee, Alan F. Smeaton, Noel E. O'connor, Barry Smyth April 2006 ACM Transactions on Information Systems (TOIS), Volume 24 Issue 2

Publisher: ACM Press



Full text available: pdf(1.25 MB) Additional Information: full citation, abstract, references, index terms

Technological developments in content-based analysis of digital video information are undergoing much progress, with ideas for fully automatic systems now being proposed and demonstrated. Yet because we do not yet have robust operational video retrieval systems that can be deployed and used, the usual HCI practise of conducting a usage study and an informed iterative system design is thus not possible. Fischlár-News is one of the first automatic, content-based broadcast news analys ...

Keywords: User-evaluation, content-based video retrieval, usage analysis

4 Education and evaluation: Implementation and evaluation of a quality-based search



engine

Thomas Mandl

August 2006 Proceedings of the seventeenth conference on Hypertext and hypermedia HYPERTEXT '06

Publisher: ACM Press

Full text available: R pdf(353.91 KB) Additional Information: full citation, abstract, references, index terms

In this paper, an approach for the implementation of a quality-based Web search engine is proposed. Quality retrieval is introduced and an overview on previous efforts to implement such a service is given. Machine learning approaches are identified as the most promising methods to determine the quality of Web pages. Features for the most appropriate characterization of Web pages are determined. A quality model is developed based on human judgments. This model is integrated into a meta search eng ...

**Keywords**: quality models, quality search, web design, web metrics

5 Evolution of web site design patterns



Melody Y. Ivory, Rodrick Megraw

October 2005 ACM Transactions on Information Systems (TOIS), Volume 23 Issue 4

Publisher: ACM Press

Full text available: pdf(7.07 MB)

Additional Information: full citation, abstract, references, index terms

The Web enables broad dissemination of information and services; however, the ways in which sites are designed can either facilitate or impede users' benefit from these resources. We present a longitudinal study of web site design from 2000 to 2003. We analyze over 150 quantitative measures of interface aspects (e.g., amount of text on pages, numbers and types of links, consistency, accessibility, etc.) for 22,000 pages and over 1,500 sites that received ratings from Internet professionals. We e ...

**Keywords**: World Wide Web, accessibility, automated usability evaluation, design guidelines, empirical studies, usability, web site design

6 Blur filtration fails to preserve privacy for home-based video conferencing



Carman Neustaedter, Saul Greenberg, Michael Boyle

March 2006 ACM Transactions on Computer-Human Interaction (TOCHI), Volume 13 Issue

Publisher: ACM Press

Full text available: Pdf(7.15 MB) Additional Information: full citation, abstract, references, index terms

Always-on video provides rich awareness for distance-separated coworkers. Yet video can threaten privacy, especially when it captures telecommuters working at home. We evaluated video blurring, an image masking method long touted to balance privacy and awareness. Results show that video blurring is unable to balance privacy with awareness

for risky situations. Reactions by participants suggest that other popular image masking techniques will be problematic as well. The design implication is that ...

Keywords: Telecommuting, awareness, video conferencing

7 Digital libraries in the classroom: Understanding educator perceptions of "quality" in digital libraries



Tamara Sumner, Michael Khoo, Mimi Recker, Mary Marlino

May 2003 Proceedings of the 3rd ACM/IEEE-CS joint conference on Digital libraries Publisher: IEEE Computer Society

Full text available: pdf(388.46 KB) Additional Information: full citation, abstract; references, index terms

The purpose of the study was to identify educators' expectations and requirements for the design of educational digital collections for classroom use. A series of five focus groups was conducted with practicing teachers, pre-service teachers, and science librarians, drawn from different educational contexts (i.e., K-5, 6--12, College). Participants' expect that the added value of educational digital collections is the provision of: (1) 'high quality' teaching and learning resources, and (2) addi ...

8 Involving remote users in continuous design of web content



William C. Hill, Loren G. Terveen

August 1997 Proceedings of the conference on Designing interactive systems: processes, practices, methods, and techniques

Publisher: ACM Press

Full text available: 完 pdf(915.47 KB) Additional Information: full citation, references, index terms

**Keywords**: Usenet, World Wide Web, collaborative filtering, computer-supported cooperative work, end user modification, human interface, human-compter interaction, organizational computing, participatory design, remote evaluation, resource discovery, social filtering

9 Designing a quality voice: an analysis of listeners' reactions to synthetic voices



M. B. Rosson, A. J. Cecala

April 1986 ACM SIGCHI Bulletin, Proceedings of the SIGCHI conference on Human factors in computing systems CHI '86, Volume 17 Issue 4

Publisher: ACM Press

Full text available: pdf(723.22 KB) Additional Information: full citation, abstract, references, index terms

Eight subjects listened to a set of synthetic voices reflecting a crossing of four voice qualities: head size, pitch, richness and smoothness. The listeners evaluated the voices on sixteen perceptual scales, and judged each voice's appropriateness for twenty voice-output scenarios. Factor analysis of the perceptual ratings recovered two factors, fullness and clarity. A similar analysis of the appropriateness ratings revealed three situational factors, information, entertainment and feedback ...

10 Spoken dialogue technology: enabling the conversational user interface



Michael F. McTear

March 2002 ACM Computing Surveys (CSUR), Volume 34 Issue 1

Publisher: ACM Press

Full text available: pdf(987.69 KB)

Additional Information: full citation, abstract, references, citings, index terms, review

Spoken dialogue systems allow users to interact with computer-based applications such

as databases and expert systems by using natural spoken language. The origins of spoken dialogue systems can be traced back to Artificial Intelligence research in the 1950s concerned with developing conversational interfaces. However, it is only within the last decade or so, with major advances in speech technology, that large-scale working systems have been developed and, in some cases, introduced into commerc ...

**Keywords**: Dialogue management, human computer interaction, language generation, language understanding, speech recognition, speech synthesis

11 SuperstringRep: reputation-enhanced service discovery

Ryan Wishart, Ricky Robinson, Jadwiga Indulska, Audun Jøsang

January 2005 Proceedings of the Twenty-eighth Australasian conference on Computer Science - Volume 38 ACSC '05

Publisher: Australian Computer Society, Inc.

Full text available: pdf(128.67 KB) Additional Information: full citation, abstract, references, index terms

Service discovery protocols are used in distributed systems to locate services for clients. The services that are located as well as the clients requesting service are commonly assumed to be trustworthy and reliable. This assumption can lead to security problems, particularly when clients and services are transient, as is the case with mobile networks. Authentication is commonly used in an attempt to circumvent this problem, but this only provides proof of identity, and does not vouchsafe behavi ...

12 Special issue: Game-playing programs: theory and practice

M. A. Bramer

April 1982 ACM SIGART Bulletin, Issue 80

**Publisher: ACM Press** 

Full text available: The pdf(9.23 MB) Additional Information: full citation, abstract

This collection of articles has been brought together to provide SIGART members with an overview of Artificial Intelligence approaches to constructing game-playing programs. Papers on both theory and practice are included.

13 A classification of product comparison agents

Yun Wan, Satya Menon, Arkalgud Ramaprasad

September 2003 Proceedings of the 5th international conference on Electronic commerce ICEC '03

Publisher: ACM Press

Full text available: 🔁 pdf(164.18 KB) Additional Information: full citation, abstract, references

Over the last decade of rise and growth of e-commerce, a large number and variety of electronic comparison-shopping agents have emerged on the Web, but little research has been done on classifying them. In this paper, we propose a conceptual schema for categorizing comparison-shopping agents into three groups: differentiation agents, evaluation agents and preference agents. We describe and analyze each category in detail. We suggest that comparison-shopping agents can be regarded as a species in ...

**Keywords**: Internet ecosystem, classification, comparison-shopping, derivative agent, electronic agent, product comparison agent

14 Navigation: An evaluation of pan & zoom and rubber sheet navigation with and

without an overview

Dmitry Nekrasovski, Adam Bodnar, Joanna McGrenere, François Guimbretière, Tamara Munzner

## April 2006 Proceedings of the SIGCHI conference on Human Factors in computing systems CHI '06

Publisher: ACM Press

Full text available: pdf(598.72 KB) Additional Information: full citation, abstract, references, index terms

We present a study that evaluates conventional Pan and Zoom Navigation and Rubber Sheet Navigation, a rectilinear Focus+Context technique. Each of the two navigation techniques was evaluated both with and without an overview. All interfaces guaranteed that regions of interest would remain visible, at least as a compressed landmark, independent of navigation actions. Interfaces implementing these techniques were used by 40 subjects to perform a task that involved navigating a large hierarchical t ...

**Keywords**: evaluation, focus+context, guaranteed visibility, information visualization, navigation, overview

15 Horting hatches an egg: a new graph-theoretic approach to collaborative filtering

Charu C. Aggarwal, Joel L. Wolf, Kun-Lung Wu, Philip S. Yu

August 1999 Proceedings of the fifth ACM SIGKDD international conference on Knowledge discovery and data mining

Publisher: ACM Press

16 Designing for individuals with memory and cognitive disabilities: Research-derived

web design guidelines for older people

Sri Kurniawan, Panayiotis Zaphiris

October 2005 Proceedings of the 7th international ACM SIGACCESS conference on Computers and accessibility Assets '05

Publisher: ACM Press

Full text available: pdf(1.26 MB) Additional Information: full citation, abstract, references, index terms

This paper presents the development of a set of research-derived ageing-centred Web design guidelines. An initial set of guidelines was first developed through an extensive review of the HCI and ageing literature and through employing a series of classification methods (card sorting and affinity diagrams) were employed as a means for obtaining a revised and more robust set of guidelines. A group of older Web users were then involved in evaluating the usefulness of the guidelines. To provide eval ...

Keywords: HCI, ageing, elderly, seniors, web design guidelines

17 Improving collaborative filtering with multimedia indexing techniques to create user-

adapting Web sites

Arnd Kohrs, Bernard Merialdo

October 1999 Proceedings of the seventh ACM international conference on Multimedia (Part 1)

Publisher: ACM Press

Full text available: D.pdf(1.77 MB)

Additional Information: full citation, abstract, references, citings, index terms

The Internet is evolving from a static collection of hypertext, to a rich assortment of dynamic services and products targeted at millions of Internet users. For most sites it is a crucial matter to keep a close tie between the users and the site. More and more Web sites build close relationships with their users by adapting to their needs and therefore providing a personal experience. One aspect of personalization is the recommendation and presentation of information and product ...

**Keywords**: Web museum, collaborative filtering, content-based filtering, image indexing, user-adapting Web sites

18 Collaborative Filtering: Observed behavior and perceived value of authors in usenet



newsgroups: bridging the gap

Andrew T. Fiore, Scott Lee Tiernan, Marc A. Smith

April 2002 Proceedings of the SIGCHI conference on Human factors in computing systems: Changing our world, changing ourselves

Publisher: ACM Press

Additional Information: full citation, abstract, references, citings, index

In this paper we describe an evaluation of behavioral descriptors generated from an analysis of a large collection of Usenet newsgroup messages. The metrics describe aspects of newsgroup authors' behavior over time; such information can aid in filtering, sorting, and recommending content from public discussion spaces like newsgroups. To assess the value of a variety of these behavioral descriptors, we compared 22 participants' subjective evaluations of authors whose messages they read to behavio ...

Keywords: behavioral indicators, discussions, persistent conversations, social accounting, social cyberspaces

19 Information quality of commercial web site home pages: an explorative analysis Xiaoni Zhang, Kellie B. Keeling, Robert J. Pavur



December 2000 Proceedings of the twenty first international conference on **Information systems** 

Publisher: Association for Information Systems

Full text available: 電 pdf(148.65 KB) Additional Information: full citation, references, citings, index terms

Keywords: cluster analysis, exploratory study, information attributes, information presentation, measures

20 Methods & usability: Comparing usability problems and redesign proposals as input





systems development to practical systems development Kasper Hornbæk, Erik Frøkjær

April 2005 Proceedings of the SIGCHI conference on Human factors in computing systems CHI '05

Publisher: ACM Press

Full text available: R pdf(517.52 KB) Additional Information: full citation, abstract, references, index terms

Usability problems predicted by evaluation techniques are useful input to systems development; it is uncertain whether redesign proposals aimed at alleviating those problems are likewise useful. We present a study of how developers of a large web application assess usability problems and redesign proposals as input to their systems development. Problems and redesign proposals were generated by 43 evaluators using an inspection technique and think aloud testing. Developers assessed redesign propo ...

**Keywords**: empirical study, metaphors of human thinking, redesign, think aloud, usability evaluation, usability inspection

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